DIAGNOSE

With your interdisciplinary AMI or CAP Lead Team review the 5Ps assessment, your AMI or CAP outcomes, and with consideration of your organizational strategic plan, select a first "theme," (e.g., safety, flow, reliability, patient satisfaction) for improvement.

- The purpose of assessing is to make an informed and correct overall diagnosis of your AMI or CAP microsystem.
- First, identify and celebrate the strengths of your system.
- Second, identify and consider opportunities to improve your system.
  - The opportunities to improve may come from your own microsystem-based assessment, staff suggestions and/or patient and family needs and complaints.
  - The opportunities to improve may come from outside your microsystem based on a strategic project or external performance/quality measures.
  - Focus on patient flow and goals. Identify the "hand offs" between contributing units. What must be improved to result in defect free "hand offs?"

- Look not only at the detail of each of the assessment tools, but also synthesize all of the assessments and outcomes/performance measures to "get the big picture" of the microsystem. Identify linkages within the data and information. Consider:
  - Waste and delays in the process steps. Look for processes that might be redesigned to result in better outcomes for patients and better use of staff skills.
  - Patterns of variation in the microsystem. Be mindful of smoothing the variations or matching resources with the variation in demand.
  - Patterns of outcomes you wish to improve.
- It is usually smart to focus on one important "theme" to improve at a time, and work with all the "players" in your AMI or CAP microsystem to make a big improvement in the area selected.
- Suggestions on how to make your diagnosis and select a theme follow next.

DIAGNOSE YOUR AMI OR CAP UNIT

Write Your Theme for Improvement:

Overall Theme "Global" Aim Statement

Create an aim statement that will help keep your focus clear and your work productive

We aim to improve: _____
(Name the process)

In: _____
(Clinical locations in which processes are embedded)

The process begins with: _____
(Name where the process begins)

The process ends with: _____
(Name the ending point of the process)

By working on the process, we expect: _____
(List benefits)

_____

It is important to work on this now because: _____
(List imperatives)

_____

_____